

ABSTRACT

Include Figure 2

There is a need to provide a method of managing contacts in a network of contact centers which facilitates even distribution of work load across the contact centers, is flexible, has inherent resilience, and which enables each contact center to have a degree of autonomy. This is achieved in the present invention by using contact objects and agent objects at each contact center and replicating and synchronizing those objects from each contact center to each of the other contact centers.